

Triveni Digital, Inc.
Enhanced Service Plan



**Customer Support Contact**

- www.trivenidigital.com
- support@trivenidigital.com
- (609) 936-3434

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1.0 Overview

Triveni Digital is pleased to offer customers an enhanced software service & maintenance plan with the purchase of any Triveni Digital product. The Enhanced Service Plan is in addition to the basic one-year warranty that applies to all Triveni Digital products. It entitles the customer to an enhanced level of service including software upgrades, training sessions, remote support and diagnostics, and technical support utilizing our DTV experts – all meant to help our customers maximize their value of Triveni Digital products.

2.0 Equipment Covered Under Enhanced Service Plan

- SkyScraper Data Broadcast System
 - SkyScraper Data Fab
 - SkyScraper Data Hub
 - SkyScraper Data Receiver
- GuideBuilder Product line
- StreamBridge Product line
- StreamScope Product line

3.0 Enhanced Service Plan

The *Enhanced Service Plan* is an available option to all direct customers of Triveni Digital or may be purchased from Triveni Digital approved Resellers. The *Enhanced Service Plan* is on a per unit basis and may be ordered either when the equipment is purchased or any time afterwards. Refer to “Table 1: Triveni Digital Product Enhanced Service Plan Matrix” for further details.

3.1 Key features of *Enhanced Service Plan*

- **Unlimited Priority Customer Support**

Customers have unlimited access to the Triveni Digital Customer Support Center during the service plan period. Calls from an Enhanced Service Plan customer are given higher priority than calls from non-subscribers and a reply will be given to the customer within 4 business hours of initiation.

Support Center hours are Monday through Friday (9am-6pm EST) via phone at, 609-936-3434, or email support@TriveniDigital.com. (Excluding major holidays)

- **24-hour Advanced Repair Exchange**

To minimize downtime, Triveni Digital will provide Enhanced Service Plan customers a loaner replacement product prior to returning equipment in need of repair. A Triveni Digital issued RMA (Return Material Authorization) number needs to be provided by a Triveni Digital Customer Support Engineer in advance of replacement shipment.

- **Product Upgrades**

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In addition to the basic software patches applicable for a specific release of software, Enhanced Service Plan customers will also proactively receive minor software releases¹. Minor releases include feature updates that would not be found in software patches.

- **Remote Product Upgrade Installation**

Enhanced Service Plan customers also have the option of having Triveni Digital Customer Support perform upgrades and routine maintenance of their Triveni Digital product(s) covered under the Enhanced Service Plan. Triveni Digital shall perform such upgrades through remote access of the unit(s)². In the event remote upgrades are not feasible, Triveni Digital Customer Support may provide telephone based assistance to the Customer in performing the upgrade. Upgrades may also be performed on site at the customer location for an additional cost (refer to Product Service Plan Addendum for rates).

- **Remote Product Training**

Enhanced Service Plan customers have the option of scheduling a Triveni Digital Customer Support Engineer to remotely train them in the use, setup, and troubleshooting of their Triveni Digital product. Such training shall be limited to one session for each new major release purchased, and will be performed through the use of 3rd party software such as PCAnywhere or VNC. In the event remote training is not feasible, Triveni Digital Customer Support may provide telephone-only based training to the customer.

- **Remote Product Diagnostics**

Triveni Digital will be capable of performing remote diagnostics on your system for the purposes of maintenance and troubleshooting. Should you have an issue that is unable to be resolved in a timely manner by phone or e-mail, our Customer Support Center will connect to your product and assess the problem in a similar fashion to if they were on-site at the customer location for an additional cost (refer to Product Service Plan Addendum for rates).

- **Yearly Product Checkup**

Triveni Digital will proactively complete a yearly checkup of your product and provide you with a summary of the findings. Such checkup shall be limited to one per calendar year, and will be performed through the use of remote access.

- **Discounted Onsite installation and training**

Triveni Digital offers *Enhanced Service Plan* customers onsite installation and training on a discounted basis (please refer to attached Product Support Plan addendum).

All Enhanced Service Plan customers need to complete the Triveni Digital Service Agreement contract before the Enhanced Service Plan takes effect.

¹ Minor software updates are specific to the major version of software; for instance, if client is using version 2.1.0 of a Triveni Digital product then they would get the version 2.2.0 of that software; however, they would not automatically get v3.0.0 when released

² All remote access will be performed using a standard Local Area Network (LAN) connection; dial up phone lines will not be supported.

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4.0 Value of the Triveni Digital Enhanced Support Plan

Through our experience in delivering leading DTV infrastructure products, we have been able to understand our client's needs and desires. With certain Triveni Digital products, installation, configuration, and use of the system is not complicated and thus users need minimal support. In other cases, the configuration is highly customized for the customer and they desire to have our active involvement so they can be assured that their DTV applications function correctly. We have found that many customers want our engineer's expertise in supporting the setup, use, and troubleshooting of these products. Additionally, they desire our engineers to provide and discuss recommended practices and typical use cases.

Based upon the above, we have made our customer support required for certain products and optional with others. We believe this provides customers with the level of support needed by them and their management to truly design and implement leading DTV applications. The following table summarizes which Triveni Digital products require service plan enrollment (this is specific to the first year of ownership; after first year, all plans and thus customer support provided by Triveni Digital become optional).

Table 1: Triveni Digital Product Enhanced Service Plan Matrix

Product	Product Warranty	Enhanced Service Plan
GuideBuilder	1 year	Required
SkyScraper	1 year	Required
StreamScope	1 year	Optional
StreamBridge	1 year	Optional

Note: For GuideBuilder and SkyScraper products, Enhanced Service Plan must be purchased at time of initial ordering. For subsequent years it is optional. For StreamScope and StreamBridge products, Enhanced ServicePlan is always optional, including at the time of equipment ordering.

5.0 Training

Triveni Digital also offers on-site training to customers. This training is performed by a Triveni Digital Support Engineer and is typically done at time of installation or product upgrades. It provides customers with the basics of the digital television technology relevant to Triveni Digital products and 'hands on' training in these products "See Product Service Plan Addendum for more information"

In addition, Triveni Digital offers training to customers who require in-depth understanding of their Triveni Digital products, the integration of these products into the overall broadcast environment, and more specific information on the underlying digital television broadcast technologies relevant to these products. This is offered as an interactive one-on-one class at Triveni Digital's Princeton, New Jersey location – where all of our products are installed inside a working digital television broadcast plant.

Speak with your Triveni Digital Sales Representative for more information about Triveni Digital's exciting training opportunities.

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6.0 Triveni Digital Standard Product Warranty Plan

- All Triveni Digital products are covered under a one (1) year standard product warranty from the time of product delivery. This warranty includes all hardware components that comprise a Triveni Digital product.
- Triveni Digital will repair or replace the product(s) at no charge for one year starting from the date of shipment.
 - All repairs and replacements will attempt to be completed within 15 business days from initial receipt at Triveni Digital's Customer Support Center.
 - Customer is responsible for all charges related to shipment of the product to Triveni Digital's Customer Support Center. Triveni Digital is responsible for all charges related to shipment of product back to customer.
- All Triveni Digital products include one (1) year of software patch updates³ from the time of product delivery. Customers will be proactively alerted to software patch updates by the Triveni Digital Customer Support Center.

See 'Limited Warranty' included with each product for more information.

³ Software patch updates are specific to the minor version of software; for instance, if client is using version 2.1.2 of a Triveni Digital product then they would get the version 2.1.3 of that software; however, they would not get v2.2.0 when released



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Triveni Digital, Inc. - Product Service Plan Addendum

Service Plan Details	Standard Warranty	Enhanced Service	Paid Service	Notes
Support Plan Pricing	Included	10%	As required	Based on the list price of product(s) plus option(s) covered under support plan.
One (1) Year Product Warranty	•	•		
Software Patches	•	•		Includes all software patches within a minor release. <i>Example of Software Patch: upgrading from GuideBuilder 2.0.1 to GuideBuilder 2.0.2.</i>
Software Upgrades (Minor)		•		Minor software updates are provided only to Enhanced Service Plan customers at no charge. <i>Example of minor upgrade: upgrading GuideBuilder 2.0 to GuideBuilder 2.1.</i>
Unlimited Priority Customer Support		•		
24-hour Advanced Repair Exchange		•		Receipt of loaner replacement product prior to returning equipment in need of repair.
Remote Software Installation		•		Ability for Triveni Digital Customer Support Center to perform remote upgrade of your product.
Remote Ongoing Support & Diagnostics		•		Includes yearly checkup by Triveni Digital Customer Support Center.
Remote Training & Setup		•		One (1) remote training session for each new major release
Renewed on Annual Basis		•		
Onsite Support & Troubleshooting ⁴		10% Discount	•	\$1,600/day plus travel & incidentals (T&I)
Onsite Installation / Training (one day – up to 8 hours)		10% Discount	•	\$1,600/day plus travel & incidentals (T&I)

⁴ Paid Services (Onsite Support and Installation & Training) are also available at List Price for Customers who have not purchased the Enhanced Product Support Plan